Quality Initiative Cycle

Surveys
Interviews
Workgroups
Conferences

Gather satisfaction Data

Analyze & Prioritize with

Publish & Report
(website/committee/decision reports
success stories & recognition)

System Improvement

Tackle one challenge at a time

Pilot Implementation & Feedback

Create a baseline to measure progress

Develop solutions as a team

FY 05   FY 06   FY 07   FY 08   FY 09

CMS HCBS Quality Framework
Continuous Improvement